

Message Text

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FM AMEMBASSY BANGKOK

TO SECSTATE WASHDC 7034

INFO AMEMBASSY MANILA

UNCLAS BANGKOK 15366

E.O. 11652: N/A

TAGS: ACOM, AFSP, ASEC

SUBJECT: TELEPHONE PABX REPLACEMENT PROGRAM

MANILA FOR RCO

REF: (A) BANGKOK 1975.

(B) STATE 040713

1. WE APOLOGIZE FOR THE LONG DELAY IN PROVIDING SUPPORTING REQUIREMENTS AS PROMISED IN REFTEL A.

2. THE TELEPHONE SYSTEM IS OUR BASIS MEANS OF COMMUNICATION WITH THE AMERICAN COMMUNITY AND OTHER WIDELY DISPERSED ELEMENTS OF THE U.S. MISSION. IN ADDITION IT IS THE PRIMARY COMMUNICATIONS METHOD USED IN EMERGENCIES. DURING AN EIGHT HOUR WORKDAY WE AVERAGE OVER 1400 OUTGOING CALLS AND ALMOST TWICE THAT MANY INCOMING CALLS AT THE SWITCHBOARD. IT IS ESSENTIAL THAT OUR TELEPHONE SYSTEM PROVIDE CONTINUOUS AND RELIABLE SERVICE FOR THE DAILY CONDUCT OF BUSINESS AND ALSO FOR EMERGENCY PURPOSES. THIS IT HAS NOT DONE.

3. THE RATE OF PRINTED CIRCUIT BOARD (PCB) FAILURES AFTER RELOCATION OF THE EPABX HAS NOT DECREASED TO THE EXTENT WE HAD HOPED. TROUBLE IN PLACING INTERNAL CALLS BETWEEN EPABX EXTENSIONS IS STILL MUCH TOO COMMON AS WELL AS CONNECTING ON CALLS INCOMING TO OR OUTGOING FROM THE EPABX. PCB COMPONENTS ARE STILL FREQUENTLY DAMAGED BY SUDDEN VOLTAGE SURGES.

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4. THE FACT THAT THE TE-400 IS NO LONGER BEING MANUFACTURED

AFFECTS DOWN TIME AND THE AVAILABILITY OF PCB'S THE TWO
CONSOLE POSITIONS WITH THE TE-400 CANNOT BE EXPANDED TO
ALLEVIATE PEAK USAGE. SCHEMATICS FOR THE EPABX DO NOT
ACCURATELY REFLECT THE ACTUAL WIRING OR CIRCUITRY AND INCREASE
THE MAINTANCE AND TROUBLESHOOTING PROBLEMS.

5. CONSIDERABLE OFF-PREMISE EPABX SERVICE IS PROVIDED TO OTHER
U.S. MISSION BUILDINGS AND SELECTED KEY OFFICER RESIDENCES.
FAILURE OF OUR SYSTEM TO THESE LOCATIONS IS AN INCONVENIENCE
DURING NORMAL TIMES AND COULD BE HIGHLY CRITICAL IN AN
EMERGENCY.

6. EVEN THOUGH THE TELEPHONE SYSTEM IS AN INTERGRAL PART OF
OUR OVERALL SECUIRITY AND EMERGENCY PROBLEM. FUNDS ALLOCATED
THUS FAR FOR SECURITY PURPOSES HAVE NOT INCLUDED UPDATING OR
IMPROVING TELEPHONE COMMUNICATIONS.

7. REPLACEMENT OF OUR PRESENT EPABX AS RECOMMENDED BY THE
RCO AND CONCURRED IN BY THE RSO WILL ALLEVIATE THE
SERIOUS DEFICIENCIES NOTED ABOVE.
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